

# Grand Parents Caring For Grand Children



## A Resource Guide





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# Introduction

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As a grandparent, you may unexpectedly find yourself as the primary caregiver for one or more of your grandchildren. While this change may bring joy and fulfillment to both of you, it may also create stress and uncertainty. Identifying the financial, educational, legal, medical, and emotional resources you need to assist you can be difficult, especially if you find yourself in this role for the first time. This guide has been developed to help address any concerns you may have, and direct you towards services you may need as you begin to provide a safe, secure, and nurturing environment for your grandchild.

## Types of Assistance

A variety of services are available to help you take care of your grandchild, so you should consider what kind of assistance you need. Do you need help providing nutritious meals for the child? Do you need help providing transportation for the child? Individuals at your local area agency on aging can describe different types of services available in your area, and a list of these agencies can be found at the end of this book. Each service will likely have different requirements and processes, so you should expect to provide various pieces of information when you first apply. To make the process as smooth as possible, prepare a list of questions before you contact an organization. A sample list is shown below. Record the questions and the information you receive in a notebook so you can refer to it in the future.

## Sample Questions

Record this information for each organization you contact:

- Name and address of the organization;
- Date and time of your telephone call or visit;
- Days and hours of normal operation (when they are open for business);
- The name of the person you spoke to; and
- The person's telephone number.

A typical conversation might begin something like this:

"Hello, I would like some information about programs that can help me provide my grandchild with some assistance with X." (Replace the X with the types of assistance you need, such as help with meals, transportation, etc.) "Can you please answer some questions for me, or direct me to someone who can?"

## Introduction - Continued:

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### Sample Questions - Continued:

1. What types of services do you provide?
2. How can I receive an application?
3. If I can't complete the application by myself, can someone at your organization help me?
4. What documents will you need to verify my identity?  
(Driver's License, Social Security Card, Virginia ID Card, etc.)
5. What documents will you need to verify my level of income?  
(Paycheck stubs, Pension forms, Social Security check stubs, etc.)
6. If I don't have the documents I need to verify my identity or income level, can I provide them to you later?
7. If I don't have the documents, can someone at your organization help me get them?
8. What documents will you need to verify my grandchild's identity?  
(Birth Certificate, Social Security Card, Baptismal Certificate, etc.)
9. Does your organization charge a fee for providing the help I need?
  - If so, how much will it be?
  - Will I need to pay "up front" or will you send me a bill?
  - What forms of payment will you accept (check, credit card, etc.)?
  - Must I pay the whole fee at once or can I pay in installments?
  - Will any interest be charged if I pay in installments?
  - If I am unable to pay the fee, can it be waived?
10. Once I have completed the application, will I need to schedule an appointment to meet with someone so they can review it?

If you make an appointment with the organization, plan to arrive 15 minutes before your meeting to fill out any forms they might need. Once the appointment is over, ask what the next step in the process will be, and how soon you can expect a decision.

## **Introduction - Continued:**

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### **Identity Documents for Your Grandchild**

You will need to get one or more of these documents before applying for assistance in caring for your grandchild. Once you have them, **DO NOT MAIL IN THE ORIGINAL DOCUMENTS WITH AN APPLICATION.** Make photocopies of the documents, and submit the photocopies with the application. If you make an appointment to apply for services in person, take the original documents with you. Make sure that the person who meets with you makes photocopies of the original documents (if they need them) and then returns the original documents to you for safekeeping.

### **Birth Certificate**

One of the most important documents you will need as proof of your grandchild's identity is his or her birth certificate. If you do not have your grandchild's original or certified birth certificate, you should mail a signed request for a duplicate to the Office of Vital Records. The request must include the following information:

- Your grandchild's full name;
- The full name of each of the parents, including the mother's maiden name;
- The date and place of the grandchild's birth;
- Your relationship to the child; and
- Payment of the fee for obtaining a birth certificate.

Contact the Office of Vital Records to determine the fee amount. Checks or money orders for the fee should be made payable to the Virginia Department of Health, as cash will NOT be accepted. Mail requests to the following address:

Virginia Department of Health  
Office of Vital Records & Health Statistics  
P.O. Box 1000  
Richmond, VA 23218-1000

If you need to contact the Office of Vital Records, call (804) 662-6200. Please note that this is not a toll-free number, and your telephone company will charge you for the call if it is not within your local calling area. Information can also be found on their web site at <http://www.vdh.state.va.us/vitalrec/index.asp>.

## **Introduction - Continued:**

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### **Social Security Card**

As your grandchild's primary caregiver, you can apply to have a Social Security Number assigned to the child, or to have a replacement card issued if the original has been lost. Find the Social Security Administration Office in your area by checking your local telephone book, or call toll-free 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday EST. If you have a touch-tone telephone, recorded information and services are available 24 hours a day, including weekends and holidays. People who are deaf or hard of hearing may call the toll-free TTY number, 1-800-325-0778, between 7 a.m. and 7 p.m. on Monday through Friday EST. Please have your Social Security number handy when you call. Information is also available on their web site at: <http://www.ssa.gov>.

As part of the application process, you will be required to show your grandchild's original or certified birth certificate as well as other proof of their identity. If you are signing the Social Security Application Form on behalf of your grandchild, you will need to provide them with proof of your identity as well.

### **Baptismal Certificate**

Most places of worship furnish an original baptismal certificate free of charge when a child is baptized. To obtain a copy of the certificate, contact the place of worship and provide them with as much information as possible, including:

- Your grandchild's full name;
- The date of the child's birth;
- The name of each of the child's parents; and
- The date of the grandchild's baptism.

Contact the place of worship to determine if they charge a fee for providing the certificate.



## **Financial and Nutritional Assistance**

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Many grandparents who accept responsibility for their grandchildren find that they are unprepared for additional expenses that accompany them. Programs exist that can help you with these expenses, and you do not need to have legal custody of your grandchild in order to apply for assistance. However, you will be required to provide documents that prove you are the child's grandparent and his or her primary caregiver. See the next page for information on what types of documents you may need.

To receive more information on the programs described below, contact the Department of Social Services (DSS) office in your local area by checking your local telephone book listing, or call the Virginia Department of Social Services (VDSS) office in Richmond at (804) 726-7000. Please note that this is not a toll-free number, and your telephone company will charge you for the call if it is not within your local calling area. Information is also available on their web site at: <http://www.dss.state.va.us/>.

### **Temporary Assistance for Needy Families (TANF)**

Temporary Assistance for Needy Families (TANF) is a federal program that provides financial assistance to children through their parents or other caregiving relatives. For you to receive TANF, your grandchild must be A.) under age 18; or B.) if they are between 18 and 19, they must be attending a school of secondary equivalence (high school) and are expected to complete the school program before or in the month of their 19th birthday. They may also have to meet other eligibility criteria. You do not need to have legal custody of your grandchild in order to apply for assistance. However, you will be required to provide documents that prove you are the child's grandparent and his or her primary caregiver. See the next page for information on what types of documents you may need.

### **Food Stamps**

The same application that is used to apply for TANF can be used to apply for food stamps, which are electronic benefits that can be used like cash to buy food. Food stamps are intended to help supplement your food dollars and assist you in serving healthy meals to your grandchild. The Virginia Department of Social Services will consider factors such as your income, your assets and the total number of persons living in your household when determining your eligibility for food stamps.

## Financial and Nutritional Assistance - Continued:

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### Applying for TANF and Food Stamps

You can apply for these programs by requesting an "Application for Benefits" form from your local Department of Social Services. You can pick up an application during their office hours, or call and request that it be mailed to you. You can also download an application by visiting the Virginia Department of Social Services' web site at: <http://www.dss.state.va.us./form/index.html>, or call VDSS' toll-free number (1-800-552-3431) to request that an application be mailed to you.

After you have completed the application, you may either mail the form back to the local office, or drop it off. You will need to provide copies of identification documents along with your application. Different programs will require different documents, but some commonly requested forms of identification are:

<b>For You</b>	<b>For Your Grandchild</b>
<ul style="list-style-type: none"><li>- Driver's license</li><li>- Virginia ID card</li><li>- Social Security Card</li><li>- Voter Registration Card</li><li>- Birth Certificate</li><li>- Court Order giving you custody of your grandchild (if applicable)</li></ul>	<ul style="list-style-type: none"><li>- Birth Certificate</li><li>- Social Security Card</li><li>- Proof of income or resources</li><li>- Location of child's parents (if you do not have custody of the child)</li><li>- A parent's birth certificate (the parent must be related to the grandparent)</li></ul>

You must prove that your grandchild is related to you. You can provide proof by displaying a copy of your grandchild's birth certificate, a copy of your child's birth certificate (the grandchild's parent), and your birth certificate. Other documents such as family Bibles, notarized statements, and court/paternity records also may be acceptable.

You may be required to prove that your grandchild is living with you. Written statements from your neighbors or landlord, along with documents such as your grandchild's school records can be useful in this instance. After your application has been received, you may also be required to come into your local DSS office for an interview.

# Financial and Nutritional Assistance - Continued:

## WIC and Other Nutritional Assistance

If you do not have enough money to buy nutritious food for your grandchild, you may be eligible for assistance under the Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Located within your local health department, it provides free food and nutritional information that can help you if your grandchild is less than five years of age. You may be eligible for WIC if:

- You reside in Virginia;
- Your income level is within the specified guidelines; and
- Your grandchild meets the medical and/or nutritional requirements for the program.

The WIC program provides:

- Free healthy foods;
- Assistance in improving your grandchild's health; and
- Answers to any questions you might have.

You do not need to have legal custody of your grandchild to receive WIC, but you may need to prove that your grandchild lives with you. To learn more about the WIC program, contact your local health department or call toll-free 1-888-942-3663.

Additional information on helping your grandchild establish and maintain healthy eating habits can be obtained from your grandchild's doctor or school nurse. Your local health department may also be able to help you plan nutritious meals for the child.

## Supplemental Security Income (SSI)

Supplemental Security Income (SSI) is a form of Social Security that allows certain persons to receive monthly payments. To be eligible for SSI, you must:

**Be**

Aged,  
Blind, or  
Disabled

**AND**

**Meet**

Citizenry and  
Residency  
Requirements

**AND**

**Have**

Limited  
income and  
resources

## Financial and Nutritional Assistance - Continued:

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### Supplemental Security Income (SSI) - Continued:

You do not need to have legal custody of your grandchild to apply for SSI. For your grandchild to be eligible for SSI, he or she must be:

Under  
the age  
of 18

**OR**

Between the  
the ages of  
18-22 and  
a student

**OR**

Over the age of 18  
and have a mental  
or physical disorder  
that prevents him or  
her from working and  
that is expected to  
last for at least one  
year.

The application process for SSI can take several months. However, special provisions can be made for children who have mental or physical disorders that are so severe that they are "assumed" to be disabled. In these instances, children can begin receiving payments while their eligibility for SSI is still being determined. Some of the categories in which the Social Security Administration assumes a child to be disabled are:

- HIV Infection (AIDS);
- Blindness;
- Deafness (in some cases);
- Cerebral Palsy (in some cases);
- Down's Syndrome;
- Muscular Dystrophy (in some cases);
- Significant Mental Retardation;
- Diabetes (with amputation of one foot); or
- Amputation of two limbs or amputation of a leg at the hip.

If your grandchild has not been able to receive SSI in the past, you may want to reapply. They may now qualify for SSI under some new disability rules written to cover children.

## **Financial and Nutritional Assistance - Continued:**

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### **Applying for SSI**

You can apply for SSI at the Social Security Administration office in your region. Call Social Security's toll-free number (1-800-772-1213; hearing-impaired 1-800-325-0778) to find the office nearest you. Recorded information is available 24 hours a day, and calls between 7 a.m. and 7 p.m. Eastern Standard Time (EST) on a business day will allow you to speak to a service representative. To avoid delays, call at the end of the week and in the second half of the month. All calls will be kept confidential. Information is also available on their web site at: <http://www.ssa.gov>

If you need assistance in completing the application form, a Social Security Administration staff member will help you fill it out or complete it for you. They can also tell you what documents to copy and attach to your application. If you do not have the necessary documents, they can help you obtain them if you would like their assistance.

### **Social Security Benefits**

If the parent of your grandchild has died, you may want to submit an application for your grandchild to receive Social Security benefits. These "survivor benefits" are available to family members of certain deceased workers, and will provide monthly payments to assist you in meeting your grandchild's living expenses.

### **Claiming Grandchildren as Dependents for Tax Purposes**

If your grandchild lives with you for at least half of the year, you may be able to claim him or her as a dependent on your income tax return. Contact the Internal Revenue Service (IRS) toll free at 1-800-829-1040 to receive information about tax credits or allowances that may be applicable. Information is also available in the IRS publications #503 "Child and Dependent Care Expenses" and #972 "Child Tax Credit". Both of these publications are available on the IRS' web site at <http://www.irs.gov/formspubs/index.html>.

Grandparents raising grandchildren may also be eligible to pay lower taxes. If you are a grandparent who had income from work and can claim a "qualifying child," you may qualify for any or all of the tax credits listed on the next page.

## Financial and Nutritional Assistance - Continued:

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### Claiming Grandchildren as Dependents for Tax Purposes - Continued:

The **Earned Income Tax Credit (EITC)** can provide tax credits to workers who are raising children, thereby reducing or eliminating federal income taxes. Some low-income workers actually may receive money from the government. You must meet income requirements, which vary depending on how many children you are raising. You must also file a federal tax return. Eligible employed grandparents can file a W-5 form with their employer and receive advance payments during the year that increase the amount taken home in each paycheck. Check with your employer to get a copy of the W-5 form.

Of the 43 states (and the District of Columbia) that levy personal income taxes, 11 now have state EITCs: Colorado, Iowa, Kansas, Maryland, Massachusetts, Minnesota, New York, Oregon, Rhode Island, Vermont and Wisconsin. If you live in one of these states, contact your state department of revenue to learn if you are eligible for the state EITC, and if so, how to apply.

The **Child and Dependent Care Credit** helps families who must pay for childcare in order to work or look for work. This credit reduces federal income tax. Unlike the EITC, it does not provide refunds to families who do not pay federal income tax. The dollar amount of the credit depends on the number of children, family income, and the amount paid for care.

The **Child Tax Credit** can also be claimed on your federal income tax. This credit reduces the federal income tax but, like the Child and Dependent Care Credit, does not provide refunds over the amount of income tax paid. A family making too much money to receive the Earned Income Tax Credit may still qualify for a Child Tax Credit of up to \$400 per child. The "qualifying child" must be under age 17, a U.S. citizen or resident alien, and must have been claimed as a dependent on the previous year's federal income tax return. Grandchildren are identified as 'qualified' dependents.

Grandparents can be eligible for both the Earned Income Credit and the Child Tax Credit. Be sure to ask about the "Additional Child Tax Credit" if you are raising three or more dependent children. Under certain circumstances - where federal income tax is less than the maximum Child Tax Credit and payroll taxes (Social Security and Medicare) are greater than any EITC benefit - working grandparents raising grandchildren may be eligible for the "Additional Child Tax Credit."

## Financial and Nutritional Assistance - Continued:

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### Claiming Grandchildren as Dependents for Tax Purposes - Continued:

The Internal Revenue Service provides a free program to help low-income workers fill out their tax forms. You can get information on the **Volunteer Income Tax Assistance (VITA) Program**, including locations, by calling toll-free **1-800-829-1040 (1-800-TAX-1040)**. This 24-hour help line is often busy, so keep trying until you reach them. You can also visit their web site at: <http://www.irs.gov>.

The AARP Foundation also offers free assistance with tax forms through its **Tax-Aide Program**. Volunteers are located in senior centers, libraries, malls and other convenient areas. To find a location that is convenient for you, call toll-free **1-888-687-2277 [1-888-OUR-AARP]** Monday through Friday from 7:00 a.m. to midnight EST and follow the prompts. Or you can visit their web site at <http://www.aarp.org/money/taxaide/> or e-mail your questions to them at [taxaide@aarp.org](mailto:taxaide@aarp.org).

# **Educational Assistance**

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## **School Enrollment Requirements**

If you are caring for a grandchild who is of "school age", you may find that things have changed significantly since your children were young. Registration, special education classes, parent-teacher conferences, and residency status are just a few of the topics with which you will need to become familiar.

By law, your grandchild must begin attending school if he or she turns five years old on or before September 30th. If your grandchild will reach the age of five after that date, but you feel that he or she will be ready to begin school, contact your local school district office to inquire about their "early admission" policy. Your grandchild will be assigned to attend a public school in the district in which you live. Call your local school district office to determine which school your grandchild will attend. You can find the number in your local telephone book listing. You should also ask if the school system requires that you (the grandparent) have legal custody of the child in order to register him or her.

## **Registering Your Grandchild for School**

Once you know which school your grandchild will attend, contact the school office to ask how to register him or her. Different schools may have varying requirements, but you will likely need the following four items:

- A copy of your grandchild's birth certificate;
- Proof of residency;
- Copies of your grandchild's immunizations (shots) and medical records; and
- Your grandchild's Social Security Number (not required but usually preferred).

If your grandchild was enrolled in a school in another district prior to coming to live in your home, you may need additional information to enroll your grandchild in the new school. Contact the office at the child's new school to determine what you will need.



## **Educational Assistance - Continued:**

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### **Physical Examinations and Medical Records**

If your grandchild is entering kindergarten, you will need to have proof that he or she has had a physical examination by a doctor within the previous twelve months. Contact the child's physician to receive documentation of the exam. If your grandchild is older and previously attended school elsewhere, contact the previous school and ask that his or her records be sent to the new school. These records should include the documentation of a physical exam and the child's immunization records.

### **Other Important Information**

To help your grandchild's new school meet his or her educational needs, you need to make the school personnel aware of any significant changes in the child's life. Big changes, like coming to live with you, can affect your grandchild's behavior in school as well as his or her ability to learn or concentrate in class. Contact the office at the new school and give them any information you think might be important.

You should also tell your grandchild's teacher(s) and principal if you suspect that the child's parents might try to take him or her out of school for any reason. The school personnel are concerned for your grandchild's safety and well-being, and they should be encouraged to contact you if the child is experiencing any problems. If you have legal custody of your grandchild, you have the authority to tell the school personnel about any court orders or other information that might affect the child.

### **Special Educational Needs**

If you believe that your grandchild has special educational needs, contact their teacher or the school's guidance counselor and request a meeting. Ask the school to give the child special tests or evaluations to determine if he or she needs help in school. If they determine that your grandchild needs special educational services, the school will provide them. As your grandchild's primary caregiver, you have the right to make the request. If your grandchild is determined to have a physical, emotional, or mental disability, he or she is legally entitled to receive help.

## **Educational Assistance - Continued:**

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### **Early Intervention Programs**

In most school districts, there are early intervention programs for children with disabilities or for those who need special help. These programs help the child reach his or her potential. To ask about these programs, call his or her teacher or the school office. If a program is available, then testing and evaluation for the program should be available for your grandchild.

### **Homework Assistance**

Some schools offer special programs, tutoring services, and telephone numbers that may help your grandchild with his or her homework. Call your grandchild's teacher or the school office to learn about the types of help available in your community.

### **Educational Involvement**

Do not wait for your grandchild's teacher to contact you about problems he or she may be having before you become involved. Call the child's teacher and set up a time to visit the school and introduce yourself. Keep in contact with the teacher throughout the school year. You can also keep in touch with your grandchild's teacher by being active in the PTA or other parent-teacher organization. Some schools also encourage grandparents to volunteer to help at lunchtime or to aid teachers in their classrooms. Becoming involved in your grandchild's educational experience will help him or her do their best in school.

### **Educational Resources**

#### **My Virginia Community Database**

A database of local resources, including schools, communities & governments.

Web Site: [http://www.vipnet.org/  
community/hub-page.htm](http://www.vipnet.org/community/hub-page.htm)

#### **U.S. Department of Education**

400 Maryland Avenue SW

Washington, DC 20202

Toll-free: 1-800-872-5327

TTY: 1-800-437-0833

Fax: (202) 401-0689

E-mail: [customerservice@inet.ed.gov](mailto:customerservice@inet.ed.gov)

Web site: <http://www.ed.gov>

#### **Parent Teacher Association (PTA)**

Call your local school or school board to find out about the PTA in your district.

Web Site: <http://www.pta.org>

#### **Virginia Department of Education**

P.O. Box 2120

Richmond, VA 23218

Toll-Free: 1-800-292-3820

Phone: (804) 225-2020

Web Site: <http://www.pen.k12.va.us/>

# Legal Assistance

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Grandparents caring for their grandchildren may need assistance with legal questions or in providing proof of their relationship to the child. While obtaining legal custody may make it easier for you to receive assistance in meeting your grandchild's needs, it is not the only option available and it is not the answer in every situation. Each family and set of circumstances is different, so it is best to get legal advice that pertains to your particular situation.

## Legal Options

The following are the legal options open to all grandparents caring for grandchildren in Virginia:

- Legal Custody;
- Adoption;
- Guardianship; and
- Special Powers of Attorney.

Due to the complex nature of the other options, this guidebook will only focus on the first option, legal custody. To obtain more information about adoption, guardianship and powers of attorney, contact any of the organizations listed under "Legal Resources" later in this guidebook. They can provide you with more specific information that will fit your situation.

## Legal Custody

After assuming responsibility for your grandchild, you may find that it is necessary for you to obtain legal custody of the child to receive the types of assistance you need. Legal custody is a court order that gives a grandparent the power to make important decisions about their grandchild's life. As your grandchild's legal custodian, you will have most of the powers any parent would have regarding their children.

Legal custody can be obtained in the Juvenile and Domestic Relations Court in the city, county or state where the grandchild lives. If the grandchild lives in another city, county or state, you will need to ask the court in that location for custody. If a grandchild has been living with you for at least six months, you can ask the court in your location to grant you custody of the grandchild.

## **Legal Assistance - Continued:**

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### **Legal Custody - Continued:**

You and your grandchild's parents may agree that it is best for you to raise your grandchild. In this case (called "consent"), all of you will need to go to the Juvenile and Domestic Relations Court and fill out a "Uniform Child Custody Form". Bring your grandchild's birth certificate and Social Security Card with you. In many courts, an intake worker will help you complete the form. After the consent forms are completed, they will be sent to a judge. If the judge approves the form, he or she will sign a court order granting custody of the child to you. A copy of the form will be mailed to you. If possible, have both of the child's parents accompany you so that they can tell the court that they want the child to live with you. If the location of one of the child's parents is unknown, you will be asked to fill out a form called an "Affidavit" stating that you do not know where that parent is living.

If you are requesting custody of your grandchild without his or her parent's consent, you must go to the Juvenile Domestic Relations Court in the location where your grandchild lives and apply for custody. Once all of the necessary forms are complete, a date will be set for the court to hear your case. During the hearing, you will not need a lawyer to obtain custody unless either of the child's parents object to your getting custody of the child. If this happens, a lawyer may be able to help you to obtaining custody despite the parent's objections. If you cannot afford a lawyer, call your local legal aid office to see if they can assist you. A list of telephone numbers is included at the end of this section for your information.

The judge will make a decision on what is best for the child. According to Virginia law, it is usually best for the child to live with his or her parent(s) if possible. You will need to tell the judge why your grandchild should live with you and not his or her parents. The judge will also look at what living situation would be best to meet the child's physical, emotional, educational, and moral needs. In some courts, the judge may order that a social worker visit both the parent's home and your home to see which may provide the best environment for the child.

The parent(s) will need to prove that they are able to care for the child and that the situation which raised the issue of custody no longer exists. You will need to prove to the judge that it would be in the child's best interests if you had custody. Keep a diary or notebook with information about the situation(s) that have led you to seek custody of your grandchild. Also, record information about the parent's behavior that can help the judge reach a decision, and be sure to give the information to the court.

## **Legal Assistance - Continued:**

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### **Legal Custody - Continued:**

If the Department of Social Services has custody of your grandchild, you will need to work with the department in the county or city where your grandchild lives in order to obtain custody. Contact the department and tell them you want to obtain custody of your grandchild. You may need to speak directly with your grandchild's social worker, who will tell you what steps to take to gain custody of your grandchild.

Once you have custody of your grandchild, if the parent(s) want to regain custody, they will need to file papers with the court that issued the custody order asking the judge to return custody to them. To regain custody, the parent(s) would need to prove that:

- Major changes in their situation(s) have occurred that alter the judge's decision on what was best for the child; and
- Due to these changes, it would be best for the child to return to live with the parent(s).

### **Parents' Visitation Rights**

The judge will allow the child's parent(s) to visit him or her if they believe it will be in the child's best interest. Visitation rights are usually defined in the custody order and will often include information about how and when the parent can visit the child. If the parent(s) do not obey the rules set out in the custody order, you can ask the court that issued the custody order for assistance.

Keep a diary or notebook and record the date and time of each visit by the child's parent(s). Also record what took place during the visit, and your grandchild's emotional state (happy, upset, scared, etc.) after the visit. The information in your diary or notebook can be useful if you need help changing parental visitation rights in the future. Do not try on your own to stop the parents from visiting if the court has given permission for them to visit the child. This could negatively affect your grandchild and cause the judge to remove legal custody of your grandchild from you.

### **Child At Risk During Visits**

If you are concerned about your grandchild's safety during parental visits, you should ask the judge to limit the number or amount of time for the visits. The judge can also require that a representative of the court be present during parental visits.

## **Legal Assistance - Continued:**

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### **Child At Risk During Visits - Continued:**

If you think the parent is putting your grandchild in danger or is hurting them in some way, call the Child Abuse and Neglect hotline at 1-800-552-7096, 24 hours a day, seven days a week. This number is toll-free only inside Virginia. Persons outside Virginia should call (804) 786-8536, which is not a toll-free call. Describe the situation and ask for information on how to best protect the child.

### **Grandparents' Visitation Rights**

To obtain legal permission to visit your grandchild, go to the Juvenile and Domestic Relations Court in the city or county where your grandchild lives. You may need to prove that you have a close relationship with your grandchild and that it would be in his or her best interest for you to be allowed to visit them.

If the Department of Social Services has custody of your grandchild, contact them to obtain legal permission to visit the child. They will provide you with instructions for receiving the necessary permission.

### **Legal Resources**

- **Blue Ridge Legal Services, Inc.**, is part of a nationwide network of not-for-profit legal services programs organized to provide free legal assistance to income-eligible individuals. BRLS assists low-income Virginians who reside in the Shenandoah and Roanoke Valleys of Virginia. BRLS operates four full-time offices, located in the cities of Winchester, Harrisonburg, Lexington and Roanoke. BRLS also maintains part-time "outreach" offices in Waynesboro and Staunton which are not staffed; rather, they are used as needed by the Harrisonburg and Lexington offices' staff for the convenience of clients from Staunton, Waynesboro and the Augusta County area.

**Blue Ridge Legal Services, Inc.**

204 N. High Street

Harrisonburg, VA 22803

Toll-free (for clients): 1-800-237-0141

Phone: (540) 433-1830

Fax: (540) 433-2202

Web site: <http://www.brls.org>

## Legal Assistance - Continued:

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### Legal Resources - Continued:

- **Central Virginia Legal Aid Society (CVLAS)** is a non-profit organization that provides legal assistance in the following areas:
  - Family law;
  - Elder law;
  - Employment and civil rights law;
  - Disability and public benefits law;
  - Consumer law; and
  - housing law.

Low income or elderly individuals needing assistance in civil matters are provided advice and/or representation by staff attorneys as well as by volunteer private attorneys. CVLAS services are free to all clients who qualify. Qualification for services is based on several different factors, of which the two most essential are residence within the CVLAS service area (or involvement in a case within the court system in the service area) and being within the income eligibility limits.

CVLAS has offices located in the cities of Charlottesville, Petersburg and Richmond, serving 5 cities and 13 counties. You may also call **toll-free 1-866-534-5243** Monday through Friday from 9:00 a.m. to 5:00 p.m. EST to reach your branch office. Dialing this toll-free number after hours will allow you to listen to legal information on a variety of civil issues.

#### **Central Virginia Legal Aid Society - Piedmont Branch Office**

1000 Preston Avenue, Suite B

Charlottesville, VA 22903

Toll-Free: 1-800-390-9982

Phone: (434) 296-8851

Web site: <http://www.cvlas.org>

Serves the counties of Albemarle, Fluvanna, Greene, Louisa and Nelson, and the city of Charlottesville, Virginia.

## Legal Assistance - Continued:

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### Legal Resources - Continued:

#### **Central Virginia Legal Aid Society - Richmond Branch Office**

101 West Broad Street, Suite 101

Richmond, VA 23220

Toll-Free: 1-800-868-1012

Phone: (804) 648-1012

Fax: (804) 649-8994

Web site: <http://www.cvlas.org>

Serves the counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan, and the city of Richmond, Virginia.

#### **Central Virginia Legal Aid Society - Southside Branch Office**

10 Bollingbrook Street

Petersburg, VA 23803

Toll-Free: 1-800-868-1012

Phone: (804) 862-1110

Web site: <http://www.cvlas.org>

Serves the counties of Dinwiddie, Prince George, and Surry, as well as the cities of Colonial Heights, Ettrick, Hopewell and Petersburg, Virginia.

- **Juvenile & Domestic Relations District Court** in your region can serve as a resource for information on custody issues. Look in the “blue pages” of your telephone book under the name of the city or county in which you live, then look for the subheading “Courts”. For example, if you live in the City of Richmond, you would look in the blue pages under “Richmond, City of”, then find the subheading “Courts” and look underneath it to find the following information:

#### **Juvenile & Domestic Relations District Court**

Oliver Hill Courts Building

1600 N. 17th St., Suite C181

Richmond, VA 23219-1214

Phone: (804) 646-2942

Fax: (804) 646-2906

Web Site: <http://www.courts.state.va.us/jdrdc/jdrdc.htm>



## Legal Assistance - Continued:

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### Legal Resources - Continued:

- **Legal Aid Justice Center (LAJC)** offers civil legal services to low-income families throughout Central Virginia and to low wage immigrant workers statewide. They also act as legal advocates for all low-income Virginians. Through legal representation, community education, and statewide advocacy, the Legal Aid Justice Center works to eliminate the immediate symptoms and address the underlying causes of poverty in Virginia.

LAJC has three principal programs: the **Civil Advocacy Program**, which assists area clients who face legal issues in housing, public benefits, employment, consumer protection and the rights of the elderly and individuals with disabilities; the **Virginia Justice Center for Farm and Immigrant Workers**, which addresses the employment concerns of the estimated 50,000 farm workers, day laborers, and other low-wage immigrants who live or work in Virginia; and the **JustChildren Program**, which employs a variety of strategies to insure that young people in Virginia have access to the services and supports necessary to live successful lives in their communities.

To reach the Statewide Legal Aid Helpline, call 1-866-LEGL-AID (1-866-534-5243).

#### **Legal Aid Justice Center - Charlottesville Office**

1000 Preston Avenue, Suite A

Charlottesville, VA 22903

Toll-free: 1-800-578-8111 (clients only)

Phone: (434) 977-0553

Fax: (434) 977-0558

International: 1-800-892-1751 (In Mexico, dial 001 first)

Web site: <http://www.justice4all.org>

Serves the counties of Albemarle, Fluvanna, Louisa, Greene, and Nelson, and the city of Charlottesville, Virginia.

#### **Legal Aid Justice Center - Northern Virginia**

6066 Leesburg Pike, Suite 620

Falls Church VA 22041

Phone: (703) 778-3450

Fax: (703) 778-3454

Web site: <http://www.justice4all.org>

## Legal Assistance - Continued:

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### Legal Resources - Continued:

- **Legal Aid Justice Center (LAJC) - Continued:**

**Legal Aid Justice Center - Petersburg Office**

8 Bollingbrook Street

Petersburg, VA 23803

Phone: (804) 862-2205

Fax: (804) 862-2297

Web site: <http://www.justice4all.org>

Serves the counties of Charles City, Dinwiddie, Prince George and Surry, and the cities of Colonial Heights, Hopewell and Petersburg, Virginia.

**Legal Aid Justice Center - Richmond Office**

101 West Broad Street, Suite 111

Richmond VA 23220

Phone: (804) 643-1086

Fax: (804) 643-2059

Toll-free: 1-800-496-0365 (clients only)

Web site: <http://www.justice4all.org>

Serves the counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent and Powhatan, and the city of Richmond, Virginia.

- **Local Bar Association Legal Assistance** - look in your local telephone directory for the telephone number of your local bar association. Many bar associations offer free (sometimes called “*pro bono*”) or reduced fee services for families who need assistance.

- **Military Legal Assistance**

If you or either of the child’s parents are active in, or retired from, service in the military, legal assistance with your grandparenting issues is available through the legal assistance department of the Office of the Judge Advocate General at the military base closest to you.

## Legal Assistance - Continued:

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### Legal Resources - Continued:

- **Rappahannock Legal Services, Inc. (RLS)** is a non-profit corporation that provides free civil legal assistance to low income individuals and families in three area offices (see below).

#### **RLS, Inc. - Culpeper Office**

314 N. West Street

Culpeper, VA 22701

Phone: (540) 825-3131

Fax: (540) 845-3232

E-mail: [rlsculp@erols.com](mailto:rlsculp@erols.com)

Web site: <http://users.erols.com/rlsfred/Offices/Culpeper/culpeper.html>

#### **RLS, Inc. - Fredericksburg Office**

910 Princess Anne Street, 2nd Floor

Fredericksburg, VA 22401

Phone: (540) 371-1105

Fax: (540) 371-1114

E-mail: [rlsfred@erols.com](mailto:rlsfred@erols.com)

Web site: <http://users.erols.com/rlsfred/index.html>

#### **RLS, Inc. - Tappahannock Office**

306 Church Lane

P.O. Box 1662

Tappahannock, VA 22560

Toll-free: 1-800-572-3094 (clients only)

Phone: (804) 443-9393

Fax: (804) 443-9394

E-mail: [rlstapp@inna.net](mailto:rlstapp@inna.net)

Web site: <http://users.erols.com/rlsfred/Offices/Tappahannock/tappahannock.html>

## **Legal Assistance - Continued:**

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### **Legal Resources - Continued:**

- **Southwest Virginia Legal Aid Society, Inc. (SVLAS)** is a law firm organized as a not-for-profit corporation. Each of SVLAS' three field offices provides free legal services to income-eligible persons who live in the counties of Bland, Buchanan, Carroll, Dickenson, Floyd, Giles, Grayson, Lee, Montgomery, Pulaski, Russell, Scott, Smyth, Tazewell, Washington, Wise and Wythe, and the cities of Galax, Norton, Radford and Bristol, Virginia.

#### **SVLAS, Inc. - Marion Field Office**

227 West Cherry Street  
Marion, VA 24354  
Toll-Free: 1-800-277-6754  
Phone: (276) 783-8300  
Fax: (276) 783-7411  
General e-mail: [svlas@svlas.org](mailto:svlas@svlas.org)  
Web site: <http://www.svlas.org>

#### **SVLAS, Inc. - Castlewood Field Office**

16932 West Hills Drive  
P.O. Box 670  
Castlewood, VA 24224  
Toll-Free: 1-888-201-2772 (Nationwide)  
Toll-Free: 1-866-534-5243 (In Virginia only)  
Phone: (276) 762-9354  
Fax: (276) 679-9356  
General e-mail: [margaret@svlas.org](mailto:margaret@svlas.org)  
Web site: <http://www.svlas.org>

#### **SVLAS, Inc. - Christiansburg Field Office**

155 Arrowhead Trail  
Christiansburg, VA 24073  
Toll-Free: 1-800-468-1366  
Phone: (540) 382-6157  
Fax: (540) 382-5981  
General e-mail: [mark@svlas.org](mailto:mark@svlas.org)  
Web site: <http://www.svlas.org>

## Legal Assistance - Continued:

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### Legal Resources - Continued:

- **Virginia Department for the Aging's Center for Elder Rights** staff includes a Legal Services Advisor. This individual can provide information and referral on issues of interest to older Virginians, including those affecting grandparents who are caring for grandchildren.

**Virginia Department for the Aging**

1610 Forest Avenue, Suite 100

Richmond, VA 23229

Toll-Free: 1-800-552-3402 (Nationwide Voice/TTY)

Phone: (804) 662-9333

Fax: (804) 662-9354

E-mail: [aging@vda.virginia.gov](mailto:aging@vda.virginia.gov)

Web site: <http://www.vda.virginia.gov>

- **Virginia Lawyer Referral Service**

If you think you have a problem which may require the services of a lawyer, you can call the Virginia Lawyer Referral Service (VLRS). VLRS is a service provided by the Virginia State Bar. Your call will be answered by a referral specialist who will request your name and a brief description of your problem.

Based on this information, you will be provided with the name and telephone number of a lawyer in your community who has indicated an interest in handling your type of problem. The lawyer will be licensed and a member in good standing with the Virginia State Bar. **It will then be your responsibility to call the lawyer to schedule an appointment.** If it appears that you do not need a lawyer, you will be directed to an agency or organization that may be able to assist you. Any information that you provide will be kept strictly confidential.

**If you are referred to a lawyer, you will be entitled to consult with him or her for up to one half hour for a fee of \$35. You should be prepared to pay the lawyer at the time of your appointment.** This initial consultation may answer your questions and enable you to solve your problem without further legal action.

## **Legal Assistance - Continued:**

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### **Legal Resources - Continued:**

- **Virginia Lawyer Referral Service - Continued:**

If your problem requires additional time and work, you will be responsible for paying any additional legal fees. The lawyer with whom you consult will be glad to discuss with you his or her fees and the cost of services beyond the initial half-hour consultation. However, **there is no obligation for either you or the lawyer to continue to work together beyond the half-hour consultation.**

**Virginia Lawyer Referral Service**

707 E. Main Street, Suite 1500

Richmond, VA 23219-2800

Toll-free: 1-800-552-7977 (Nationwide)

Phone: (804) 775-0808

TDD/Voice Line for Hearing-Impaired: (804) 775-0502

Fax: (804) 775-0501

Web site: <http://www.vsb.org/vlrs.html>

**Hours of Operation - Monday - Friday, 9:00 a.m. to 5:00 p.m. EST.**

**Closed on state holidays.**

- **Virginia Legal Aid Society (VLAS)** is a not-for-profit law firm that provides free civil legal services to income-eligible residents in 20 counties and 7 cities in Central, Southside, and western Tidewater Virginia. VLAS serves the entire community by providing free information, advice and representation in such areas as housing, healthcare, economic self-sufficiency, education, public benefits, consumer purchases, and family relations.

**VLAS Statewide Toll-Free Client Access Number(s): 1-866-LegAid  
(1-866-534-5243)**

**For Free Legal Advice, call the TAP line at 1-800-552-7676**

**VLAS - Danville Office**

Masonic Temple, Suite 400

Danville, VA 24541

Phone: (434) 799-3550

Web site: <http://www.vlas.org>

Serves the counties of Henry, Patrick and Pittsylvania and the cities of Danville and Martinsville, Virginia.

## **Legal Assistance - Continued:**

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### **Legal Resources - Continued:**

- **Virginia Legal Aid Society (VLAS) - Continued:**

**VLAS - Emporia Office**

412 S. Main Street

Emporia, VA 24847

Phone: (434) 634-5172

Serves the counties of Brunswick, Greensville, and Sussex and the city of Emporia, Virginia.

**VLAS - Farmville Office**

104 High Street

Farmville, VA 23901

Phone: (434) 392-8108

Serves the counties of Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Mecklenburg, Nottoway and Prince Edward.

**VLAS - Lynchburg Office**

P.O. Box 6058

513 Church Street

Lynchburg, VA 24505

Phone: (434) 528-4722 or (434) 846-1326

Serves the counties of Amherst, Appomattox, Campbell, and Halifax, and the city of Lynchburg, Virginia.

**VLAS - Suffolk Office**

112 W. Washington Street, Suite 300

Suffolk, VA 23434

Phone: (757) 539-3441

Serves the counties of Isle of Wight and Southampton, as well as the cities of Franklin and Suffolk, Virginia.

## **Legal Assistance - Continued:**

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### **Legal Resources - Continued:**

- **Virginia Poverty Law Center (VPLC)** is a not-for-profit corporation that provides legal assistance to income-eligible Virginia residents in civil cases.

**Virginia Poverty Law Center**

201 West Broad Street, Suite 302

Richmond, VA 23220

Phone: (804) 782-9430

Fax: 804/649-3746

E-mail: [info@vplc.org](mailto:info@vplc.org)

Web site: <http://www.vplc.org>



## **Medical and Health Care Assistance**

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Keeping your grandchild healthy is important, as it will help him or her achieve their full potential in life. To assure that your grandchild stays as healthy as possible, you should make sure that he or she:

- Has health insurance;
- Has regular physical and dental examinations; and
- Receives immunization shots to protect them from disease.

Learning about hazards such as lead poisoning and other dangers to which children are more susceptible than adults will also assist you in protecting your grandchild's health.

### **Health Insurance Coverage**

Having health insurance coverage is just as important for children as it is for adults. To determine if your health insurance company can provide coverage for your grandchild, contact them and speak with a representative. If coverage is not available for your grandchild under your existing policy, the representative may be able to assist you in purchasing additional coverage that will include him or her.

### **Medical and Dental Examinations**

Your grandchild should have regular medical examinations to be sure that he or she is healthy. They should include tests for hearing and vision problems and for the presence of tuberculosis (TB). Infants up to 18 months should have examinations every four months. After the age of 18 months, they should have medical examinations once a year. Beginning at age one, your grandchild should also have their teeth examined by a dentist every six months.

Medical care can be provided for your grandchild by a doctor that you choose, or by physicians at your local health clinic. Some local health departments also provide medical examinations and dental care. To find out about medical and dental services in your area, call your local health department or call the United Way's Information and Referral Center toll-free at 1-800-230-6977.

# **Medical and Health Care Assistance - Continued:**

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## **Healthcare Financial Assistance**

If your grandchild does not receive assistance from Medicaid or does not have coverage under the Family Access to Medical Insurance Security Plan (FAMIS), you may want to submit an application to one or both of these programs. Medicaid and FAMIS pay health care costs for people who otherwise could not afford services, including immunization shots and dental care. To receive more information, contact your local Department of Social Services or call the Virginia FAMIS line toll-free at 1-866-873-2647.

## **Immunization Shots**

Immunization shots are safe and effective in helping to protect your grandchild from dangerous diseases that can hurt, cripple, or kill him or her. Your grandchild should have begun an immunization program by the time he or she is two months old. If your grandchild never received immunization shots as an infant, he or she still needs them in order to attend kindergarten, day care, school, or summer camp. If you are not sure what immunization shots your grandchild has received, check with the child's parent(s) or their doctor. Call the Virginia Department of Health's Immunizations Hotline at 1-800-568-1929 for information about the shots your grandchild needs and how to obtain them.

## **Lead Poisoning and Other Hazards**

Lead-based paint is often found in older homes on walls, on floors, in plaster and on radiators. Your grandchild can get lead poisoning from eating paint chips or flakes, and from breathing paint dust. Lead poisoning from soil can also be a hazard when children play on bare soil, or when people bring soil containing lead into their house on their shoes. Lead in your grandchild's body can cause brain damage, blindness, learning disabilities, mental retardation and death.

You can help protect your grandchild from lead poisoning by:

- Keeping your floors clean and dust free;
- Keeping beds and cribs away from painted window sills, radiators, or other painted surfaces your grandchild might chew on; and
- Feeding your grandchild foods that are high in calcium and iron and low in fat.

## **Medical and Health Care Assistance - Continued:**

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### **Lead Poisoning and Other Hazards - Continued:**

If you suspect that your grandchild may have been exposed to lead by eating it, breathing it, or contacting it through the soil, have him or her tested for lead poisoning. Your grandchild's doctor can perform this simple test, or you can contact your local health department for information on how to have your grandchild tested. You can also contact the Lead Poisoning Prevention Program at the Virginia Department of Health toll-free at 1-877-668-7987.

# Mental and Emotional Health Care Assistance

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You and your grandchild may benefit from programs designed to help maintain emotional and mental health. Fees charged by these programs may be partially or totally covered by your insurance or Medicaid plan. Some programs will charge a set fee, while others will have a sliding fee scale based on your ability to pay. Contact your doctor or your local community services board to find out what types of programs are offered in your community. The number for your local community services board will be listed in the telephone book. You may also contact your local Area Agency on Aging (AAA) for information. A list of AAAs is included at the end of this book.

## Support Groups

Many grandparents have benefited from the understanding and friendship they have gained by becoming members of a grandparents support group. Though you may be able to take care of your grandchild on your own, joining a support group where you can learn parenting tips and receive information about programs or services could benefit both you and your grandchild. There are Grandparents, Parents, and Kinship Care Support Groups throughout Virginia. A list of some of these groups is shown below and on the next page. Your local AAA can also help you determine if a support group is present in your community. A list of AAAs is included at the end of this book.

If a grandparents support group does not exist in your area, you might want to form one yourself. The Grandparent Information Center and the coalition R.O.C.K.I.N.G. (listed under National Resources in this guidebook) can help if you are interested. Your local AAA may also be able to help by providing you with information. A list of AAAs is included at the end of this book.

**1-800-CHILDREN** is a toll-free, statewide information and support line that promotes positive parenting as a means to combat child abuse and neglect. You can call between 10:00 a.m. and 5:00 p.m. EST, Monday-Friday. You may also leave a message 24 hours a day, 7 days a week.

### **Prevent Child Abuse Virginia**

4901 Fitzhugh Avenue, Suite 200

Richmond, VA 23230

Phone: (804) 359-6166

Fax: (804) 359-5065

Web site: <http://preventchildabuseva.org>

E-mail: [mail@pcav.org](mailto:mail@pcav.org)

## **Mental and Emotional Health Care Assistance - Continued**

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### **Support Groups - Continued:**

#### **Bay Aging**

5306 Old Virginia Street  
Urbanna, VA 23175-0610  
Phone: 804-758-2386  
Fax: 804-758-5773  
Web site: <http://www.bayaging.org>

#### **Catholic Charities Of Hampton Roads G.A.P. (Grandparents as Parents) & R.A.P (Relatives as Parents)**

4855 Princess Anne Road  
Virginia Beach, VA 23462-4446  
Phone: (757) 467-7707  
Fax: (757) 495-3206  
E-mail: [administration@cc-hr.org](mailto:administration@cc-hr.org)  
Web site: <http://www.cc-hr.org>

#### **Children's Aid Network Designed for Interfaith Involvement, Inc. (CANDII)**

A support group for adults caring for  
children with AIDS  
CANDII  
222 West 21st Street, Suite F-116  
Norfolk, VA 23517  
Phone: (757) 640-0929  
Fax: (757) 622-8932  
Web site: <http://www.candii.com>

#### **Family Services of Roanoke Valley**

360 Campbell Avenue SW  
Roanoke, VA 24016  
Phone: (540) 563-5316  
Fax: (540) 563-5254

#### **Grandparents Support Groups Around Virginia**

Virginia Cooperative Extension Service -  
at various locations  
Web site: <http://www.ext.vt.edu/offices/>

#### **Jefferson Area Board For Aging**

674 Hillsdale Drive, Suite 9  
Charlottesville, VA 22901-1799  
Phone: 434-817-5222  
Fax: 434-817-5230  
E-mail: [info@jabacares.org](mailto:info@jabacares.org)  
Web site: <http://www.jabacares.org>

#### **Lake Country Area Agency on Aging**

1105 West Danville Street  
South Hill, VA 23970-3501  
Toll-Free: 1-800-252-4464  
Phone: 434-447-7661  
Fax: 434-447-4074  
E-mail: [lakecaaaa@lcaaaa.org](mailto:lakecaaaa@lcaaaa.org)  
Web site: <http://www.lcaaaa.org/>

#### **Mountain Empire Older Citizens, Inc.**

Block 1-A Industrial Park Road  
P.O. Box 888  
Big Stone Gap, VA 24219-0888  
Toll-Free: 1-800-252-6362  
Phone: 276-523-4202  
Fax: 276-523-4208  
E-mail: [meoc@meoc.org](mailto:meoc@meoc.org)  
Web site: <http://www.meoc.org/>

### **Other Resources**

#### **Internet Resources**

There are many resources on the Internet to help grandparents who are caring for their grandchildren. If you do not have the address of a particular web site and would like to search for information, simply type in “www.google.com” in the URL address field and “Grandparents” in the search field. This will bring up names and short descriptions of many web sites, along with links to those sites. Listed below are just a few of the sites you may choose to visit for more information.

<http://www.brookdale.org> (Offers free information & Grandparent Caregiver Law Center)

<http://www.grandparenting.org> (The Foundation for Grandparenting web site)

<http://www.grandsplace.com> (A site for grandparents and special others raising children)

<http://www.grandparentagain.com> (A well-organized resource for grandparents)

<http://www.grandparentworld.com> (Has tips on staying connected to your community)

<http://www.grandmabetty.com> (An information resource site for grandparents)

<http://www.gu.org> - (Generations United is a national coalition dedicated to promoting intergenerational policies, programs and issues)

#### **Educational and Special Needs Resources**

<http://www.ala.org/parentspage/greatsites> (The American Library Association lists over 700 education-related great sites for kids)

<http://www.addgroup.org> (The ADD Action Group is a non-profit organization that helps provide alternative solutions for coping with Attention Deficit Disorder, Dyslexia, Learning Differences and Autism.)

<http://www.cpsc.gov> (U.S. Consumer Product Safety Commission site)

## **Other Resources - Continued:**

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### **Educational and Special Needs Resources - Continued:**

<http://www.nichcy.org> (National Dissemination Center for Children with Disabilities web site)

<http://www.sonic.net/thom/oor/> ("Off Our Rockers - Grandparents Being Parents Again")

Internet web sites exist for most Virginia state agencies. To locate a state agency's web site, go to [http://www.vipnet.org/portal/government/state\\_website\\_list.htm](http://www.vipnet.org/portal/government/state_website_list.htm). This site will allow you to search for state agency web sites by letter of the alphabet, by keyword (for example, "child"), or by viewing a list of state agencies that have web sites.

### **National Resources**

#### **AARP Grandparent Information Center**

Social Outreach and Support

601 E Street, NW

Washington, DC 20049

Phone: (202) 434-2296

Fax: (202) 434-6470

Web Site: <http://www.aarp.org/life/grandparents/Articles/a2004-01-16-grandparentsinfocenter.html>

The Center provides grandparents raising their grandchildren with a place to call or write when seeking assistance. You may contact the Center at the number listed above on weekdays from 9:00 a.m. to 5:00 p.m. Eastern Standard Time. You will hear a recording that will ask you to leave a message and your telephone number. A staff member at the Center will respond to your call as soon as possible. Telephone calls are returned rather than answered to minimize the cost of the telephone call for long-distance callers. The Center can also be reached by mailing a letter to the address shown above.

## **Other Resources - Continued:**

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### **National Resources - Continued:**

#### **Raising Our Children's Kids: An Intergenerational Network of Grandparenting (R.O.C.K.I.N.G.), Inc.**

P.O. Box 96

Niles, MI 49120

Phone: (269) 683-9038

Three grandmothers raising their grandchildren in Niles, Michigan founded ROCKING. ROCKING is a national resource for grandparents seeking support in their efforts to raise their children's children. The main focus of ROCKING is to offer sound, practical advice to grandparent caregivers that are looking for resources to help keep their families intact. ROCKING offers the following publications that may be ordered:

- (1) The Empowerment of Grandparents;
- (2) Are You Raising a Grandchild?;
- (3) What is this Thing Called Kinship Care?;
- (4) Emotional Blackmail and Grandparents;
- (5) How to Start a Support Group for Grandparent Caregivers; and
- (6) How to Write Letters to Senators and Congressmen.

#### **National Coalition of Grandparents**

137 Larkin Street

Madison, WI 53705

Phone: (608) 238-8751

Fax: (608) 238-8751

The National Coalition of Grandparents (NCOG) is a proactive organization comprised of individuals from the business and professional communities and members of grandparent support and advocacy groups in the United States and Canada.

The organization is committed to protecting and ensuring the inherent rights of grandparents, children, and their relatives. NCOG offers information and materials on how to start a support group within a community. Call the number shown above for more information. You can also call for a referral to an attorney if you are seeking help for a relative that is addicted to drugs or alcohol.



## **Other Resources - Continued:**

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### **National Resources - Continued:**

#### **The Brookdale Foundation's Relatives As Parents Program (RAPP)**

950 Third Ave., 19th Fl.

New York, NY 10022

Phone: (212) 308-7355

Fax: (212) 750-0132

Web site: <http://www.brookdalefoundation.org>

The Brookdale Foundation's Relatives as Parents Program (RAPP) was established to help meet the needs of grandparents and other relatives who have taken on the responsibility of parenting when the biological parents are unwilling or unable to do so. The program promotes the creation and expansion of supportive, community-based services for relative caregivers.

# Transportation Safety

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## Child Passenger Safety

Securing a child in a correctly installed child safety seat can significantly reduce the possibility of death or injury. **All children under the age of six must ride in an approved Child Restraint Device (safety seat, booster seat, etc.) while being transported in a motor vehicle. Children who are between the ages of six and sixteen must be restrained using seatbelts in the vehicle. All other passengers in the vehicle should wear seatbelts as well.** The recommended practice is to have children sit in an approved Child Restraint Device until the vehicle's lap/shoulder belt(s) properly fit them, which usually occurs around age eight or when the child is at least four feet nine inches tall. The driver is responsible for making sure that children are properly secured in the vehicle.

## Tips for Traveling With Children

- Always secure children under age six in an approved child safety seat or booster seat, even if you plan to take only a short trip.
- The National Highway Traffic Safety Administration recommends restraining children by using a booster seat until they reach age eight.
- Children from birth to age 12 months should ride in their safety seat, with the seat facing the back of the car.
- Children ages one through five should ride facing forward in a child safety seat or booster seat.
- The safest place to install a child safety seat is in the center of the back seat. **NEVER place a rear-facing infant seat in the front seat of a vehicle that has a passenger-side air bag in the front dashboard.**
- Numerous child safety seat checks are held in localities across Virginia. Attend one of these checks to make sure that your child's safety seat is installed correctly.
- **Never hold a child in your lap.** In a crash, the child may be flung through a window or crushed between your body and the dashboard.
- Make sure that all car doors are securely closed and locked before driving. Don't allow children to play with door handles or locks. If you must open a door, pull the vehicle off the road and come to a complete stop before opening it.
- Never allow children to ride in the luggage area of hatchbacks, station wagons or vans.
- It is illegal to transport children under the age 16 in the bed of a pickup truck, even if the truck is equipped with a truck cap or camper shell.
- Never leave a hatchback open when a child is riding in the back seat.

# Transportation Safety

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## Child Safety Seat Education & Distribution Program

Because child safety seats can be expensive, the Commonwealth of Virginia has the Child Safety Seat Education & Distribution Program, a statewide program that is available to families who otherwise might not be able to afford a child safety seat.

Over 9,000 seats are provided each year with funding from the Child Restraint Special Device Fund and are distributed at 120 distribution sites statewide. Ongoing regular training, assistance and refresher courses are provided to educate parents, foster parents and legal guardians about the correct way to install and use a child safety seat. To qualify for a free child safety seat, applicants must be:

- Eligible for Medicaid;
- Legal residents of Virginia;
- The parent, legal guardian, or foster parent of a child, or (in the case of expectant mothers), in the last trimester of pregnancy (at the earliest).

Recipients must attend a class that will teach them how to install and correctly use the child safety seat. Class attendees must also sign a waiver of liability release form.

For more information concerning the program, or for other technical assistance on child passenger protection and resources, contact:

Virginia Department of Health  
Center for Injury & Violence Prevention  
Office of Family Health Services  
109 Governor Street, 8th Floor  
Richmond, VA 23219

**Toll Free: 1-800-732-8333**

Phone: (804) 864-7737

Fax: (804) 864-7748

Web site: <http://www.safetyseatva.org/lowincome.htm>

## **Transportation Safety - Continued:**

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### **Mature Driver Safety - Virginia's GrandDriver Program**

While most older drivers are good drivers, the physical changes associated with aging can ultimately affect a person's ability to drive safely. Drivers age 65 and older actually have the lowest per capita crash rate. However, the number of crashes that occur per mile driven does increase with age after 65, as does the fatality rate per capita and per mile driven. Drivers in the age 85 and older group have the highest fatality rates per capita among all drivers. To help make people aware of this, Virginia has implemented the GrandDriver Program.

The GrandDriver Program provides information about aging and its effects on driving. It urges the driving public - particularly drivers over 65 and their loved ones - to learn more about the effects of aging on their ability to drive and to talk about the issues involved. For example, older drivers have a different set of driving problems than do other age groups. Accidents involving older drivers tend to happen during daylight, in good weather, at low speeds, and close to their homes. They rarely involve alcohol. They often happen at intersections where the older driver is attempting to turn left, across oncoming traffic. Other common problems older drivers experience include:

- Difficulty changing lanes;
- Difficulty backing up;
- Problems turning at intersections;
- Poor judgment about the right-of-way at intersections;
- Impaired interpretation of visual and spatial clues while driving; and
- Impaired interpretation of traffic signs.

In addition, some types of driving are more dangerous than others for older persons, including:

- Driving at dusk, night, and early mornings (dawn);
- Driving in rain, snow, ice, fog, or glare;
- Driving on interstate highways where high speeds are expected and driving too slowly creates a hazard;
- Driving during rush hour or when the roadways are especially congested;
- Driving for long distances where an older driver can become fatigued or disoriented; and
- Driving on two-lane roads that require increased driving skills to pass slower moving vehicles.

# Transportation Safety - Continued:

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## Warning Signs

Many older drivers find that by limiting or stopping driving in these situations, they are able to continue to drive to the grocery store, doctor's office, pharmacy, or church as needed without putting themselves or others unduly at risk. Some signs that you, an older relative or friend may be having problems driving safely are that you/they:

- Are generally nervous about driving;
- Have problems maneuvering through intersections (the lane and turn markings or the various traffic signals are confusing);
- Are nervous about high speed driving, Interstate highway driving, or making left turns at busy intersections;
- Are nervous and have problems safely merging into traffic;
- Have started to bump the curb when turning corners or are having difficulty parking;
- Get lost driving on once-familiar roads;
- React more slowly to traffic situations than you did when you were younger;
- Find gaps in traffic harder to judge;
- Fail to notice traffic lights, stop signs, or other critical highway warning signs, or do not see them until it is too late to respond;
- Are now finding yourself driving on the wrong side of the road or the wrong way down one-way streets; and
- Feel generally overwhelmed in trying to pay attention to traffic lights, road signs, other cars, and pedestrians all at the same time.

## Driver Education & Rehabilitation Programs

There are a number of organizations that can conduct driver evaluations, or "competency tests" for an older driver. These organizations can assess a driver's physical and mental ability to drive safely. They may also be able to recommend simple changes in driving habits that will make driving safer and also recommend simple devices (such as a wide-angle rearview mirror) that can help drivers continue to drive safely. Usually, these programs are not available to drivers free of charge. Most programs will charge a fee for this service.

AARP's Driver Safety Program is the nation's first and largest classroom driver refresher course specially designed for motorists age 50 and older. Last year, more than 10,000 Virginians attended over 450 classes across the state.

## Transportation Safety - Continued:

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### Driver Education & Rehabilitation Programs - Continued:

The course helps drivers refine their existing skills and develop new defensive driving techniques, and is open to the public. To find a class near you, visit the AARP WebPlace Driver Safety Program web site at:

**[https://wpp.aarp.org/vmis/programs/dsp/internet\\_course\\_locator.jsp](https://wpp.aarp.org/vmis/programs/dsp/internet_course_locator.jsp)**

You can also locate a class near you by calling **1-888-AARP-NOW (1-888-227-7669)** and following the prompts to find a class by phone. The call is toll-free. You should be ready to give your 5-digit zip code. A local volunteer will call you back within 3-5 business days to help you locate the course nearest you.

A partial listing of **Driver Education, Evaluation and Assessment Services Available in Virginia** (with contact information) can be found in Appendix 11 at the end of this book.

### Turning 80? Go See DMV!

Effective July 1, 2004 drivers age 80 and older are required to appear in person at DMV and pass a vision screening before they renew their driver's licenses. Customers have two vision screening options: they can either take their vision test at DMV or present a screening report completed by an ophthalmologist or optometrist. The screening must have been conducted within 90 days before the renewal. With or without corrective lenses, a person's vision must be 20/40. If a person has vision problems in one eye, an individual must have 20/40 vision in the other eye, with or without corrective lenses.

Drivers screened at DMV will be asked to look into a machine to read lines of letters or numbers. This test determines whether a person's eye sight and peripheral vision meets Virginia's standards to safely operate a motor vehicle. Persons whose vision does not meet the required standards have the option of visiting an eye care professional. For more information, contact the DMV branch nearest you, or:

**Virginia Department of Motor Vehicles**  
2300 West Broad Street  
Richmond, VA 23220  
Web Site: <http://www.dmvnow.com>  
E-mail: use secure form on DMV web site

**Toll Free: 1-866-DMVLINE**  
(1-866-368-5463) or  
1-800-435-5137  
Fax: (804) 367-6631  
TDD: 1-800-272-9268

# **Appendices**

## Appendix 1 - Virginia's Health & Human Resource Agencies

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### **Department for the Aging**

1610 Forest Avenue, Suite 100  
Richmond, VA 23229  
Nationwide Toll-Free: 1-800-552-3402  
(Voice/TTY)  
Richmond area: (804) 662-9333  
Fax: (804) 662-9354  
E-mail: [aging@vda.virginia.gov](mailto:aging@vda.virginia.gov)  
Web Site: <http://www.vda.virginia.gov>

### **Department for the Blind and Vision Impaired**

397 Azalea Avenue  
Richmond, VA 23227-3623  
Toll-Free (in Virginia only): 1-800-622-2155  
(Voice/TTY)  
Phone: (804) 371-3140 (Voice/TTY)  
Fax: (804) 371-3351  
Web Site: <http://www.vdbvi.org>

### **Department for the Deaf and Hard of Hearing**

1602 Rolling Hills Drive, Suite 203  
Richmond, VA 23229-5012  
Toll-Free: 1-800-552-7917 (Voice/TTY)  
Phone: (804) 662-9502 (Voice/TTY)  
Fax: (804) 662-9718  
Web Site: <http://www.vddhh.org>

### **Office of Protection and Advocacy Serving Persons with Disabilities**

1910 Byrd Street, Suite 5  
Richmond, VA 23230  
Toll-Free in VA: 1-800-592-3962  
(Voice/TTY)  
Phone: (804) 225-2042 (Voice/TTY)  
Fax: (804) 662-7057  
E-mail: [generalvopa@dsa.state.va.us](mailto:generalvopa@dsa.state.va.us)  
Web Site: <http://www.vopa.state.va.us>

### **Department of Health**

109 Governor Street  
Richmond, Virginia 23219  
Phone: (804) 864-7000  
Fax: (804) 862-7022  
Web Site: <http://www.vdh.virginia.gov>

### **Department of Health Professions**

6603 West Broad Street, 5th Floor  
Richmond, VA 23230-1712  
Phone: (804) 662-9900  
TDD: (804) 662-7197  
Fax: (804) 662-9943  
Complaints (Toll-Free) 1-800-533-1560  
License Info: (804) 662-7636  
Web Site: <http://www.dhp.virginia.gov>

### **Department of Medical Assistance Services**

600 East Broad Street  
Richmond, VA 23219  
Phone: (804) 786-4231  
TDD (Toll-Free): 1-800-343-0634  
Web Site: <http://www.dmas.virginia.gov>

### **Department of Mental Health, Mental Retardation and Substance Abuse Services**

1220 Bank Street  
Richmond, VA 23218-1797  
Toll-Free: 1-800-451-5544  
Phone: (804) 371-8977 (Voice/TDD)  
Phone (804) 786-3921  
Fax: (804) 371-6638  
Web Site: <http://www.dmhmrzas.virginia.gov>



## **Appendix 1 - VA's Health & Human Resource Agencies - Cont'd:**

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### **Department of Rehabilitative Services**

8004 Franklin Farms Drive

Richmond, VA 23288-0300

Toll Free: 1-800-552-5019 (Voice/TTY)

Phone: (804) 662-7000

Fax: (804) 662-9531

E-mail: [DRS@DRS.state.va.us](mailto:DRS@DRS.state.va.us)

Web Site: <http://www.vadrs.org>

### **Department of Social Services**

7 N. Eighth Street

Richmond, VA 23219

Phone: (804) 726-7000

E-mail: [citizen.services@dss.virginia.gov](mailto:citizen.services@dss.virginia.gov)

Web Site: <http://www.dss.state.va.us>

## Appendix 2 - Other Virginia Agencies

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### **Office of the Attorney General**

900 East Main Street  
Richmond, VA 23219  
Phone: (804) 786-2071  
Fax: (804) 786-1991  
TDD: (804) 371-8946  
Web Site: <http://www.oag.state.va.us/>

### **Department of Education**

James Monroe Building  
101 North 14th Street  
Richmond, VA 23219  
Toll-Free: 1-800-292-3820 (VA only)  
Phone: (804) 225-2020  
Fax: (804) 786-6759  
E-mail: [askdoe@pen.k12.va.us](mailto:askdoe@pen.k12.va.us)  
Web Site: <http://www.pen.k12.va.us/>

### **Council on Human Rights**

900 E. Main Street  
Pocahontas Building, 4th Floor  
Richmond, VA 23219  
Phone: (804) 225-2292  
Fax: (804) 225-3294  
Web site: <http://chr.vipnet.org>

### **Department of Juvenile Justice**

700 East Franklin Street  
Richmond, VA 23219  
Phone: (804) 371-0700  
Fax: (804) 371-0773  
Web Site: <http://www.djj.state.va.us/>

### **The Library of Virginia**

800 East Broad Street  
Richmond, VA 23219-8000  
Phone: (804) 692-3500  
Voice TDD: (804) 692-3976  
Web Site: <http://www.lva.lib.va.us/>

### **Department of Motor Vehicles**

2300 West Broad Street  
Richmond, VA 23220  
**Toll Free: 1-866-DMVLINE**  
(1-866-368-5463) or  
1-800-435-5137  
TDD: 1-800-272-9268  
Fax: (804) 367-6631  
E-mail: use secure form on DMV web site  
Web Site: <http://www.dmvnow.com>

### **Commission on Youth**

General Assembly Building, Suite 517B  
Richmond, VA 23219  
Phone: (804) 371-2481  
Fax: (804) 371-0574  
E-mail: [coymail@leg.state.va.us](mailto:coymail@leg.state.va.us)  
Web site: <http://coy.state.va.us>

### **How to Find a State Agency's Web Site**

Most Virginia state agencies have a web site.  
To find the address, go to:

[http://www.vipnet.org/cmsportal/  
government\\_881/state\\_1089/](http://www.vipnet.org/cmsportal/government_881/state_1089/)

This site allows you to search for state agency web sites by letter of the alphabet, by keyword (for example, "child" or "disability"), or by viewing a list of all state agencies that have web sites.

## **Appendix 3 - Virginia Public Service Telephone Numbers**

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<b>General Information</b>	(804) 786-0000
<b>Adult Protective Services</b> (Toll-Free)	1-888-832-3858 (1-888-83ADULT)
<b>Aging Information</b> (Toll-Free Nationwide Voice/TTY)	1-800-552-3402
Long-Term Care Ombudsman Program (Toll-Free Voice/TTY)	1-800-552-3402
<b>Alcohol And Drug Abuse -</b>	
CADRE-Alcohol and Drug information (Toll-Free)	1-800-451-5544
Drug Violation Hotline (Toll-Free)	1-800-553-3673
<b>Children -</b>	
Child Abuse Hotline (Toll-Free Voice/TDD)	1-800-552-7096
Child Support Enforcement (Toll-Free)	1-800-468-8894
<b>Consumer Services -</b>	
Complaints Against Health Care Providers (Toll-Free)	1-800-533-1560
Consumer Complaints (Toll-Free)	1-800-552-7945
Consumer Hotline - Attorney General's Office (Toll-Free)	1-800-451-1525
<b>Education</b> (Toll-Free TDD Only)	1-800-422-1098
<b>Faith-Based &amp; Community Initiatives</b> (Toll Free)	1-800-777-8293
<b>FAMIS</b> (Family Access to Medical Insurance Security) (Toll-Free)	1-866-873-2647
<b>Family Violence/Sexual Assault</b> (Toll-Free)	1-800-838-8238
<b>Handicapped/Disabled</b> (All numbers listed are Toll-Free) -	
Blind and Vision Impaired	1-800-622-2155
Deaf and Hard of Hearing (Voice/TDD)	1-800-552-7917
Developmental Disabilities Grants Program	1-800-846-4464
Library & Resource Center for the Blind	1-800-552-7015
Office of Protection and Advocacy (Voice/TTY)	1-800-592-3962
Social Services (TDD/Deaf/Hearing Impaired)	1-800-828-1120
<b>Health Care</b> (All numbers listed are Toll-Free) -	
AIDS Hotline	1-800-533-4148
Baby Care Hotline	1-800-421-7376
Complaint Hotline	1-800-955-1819
Radon Information	1-800-468-0138

## **Appendix 3 - VA Public Service Numbers - Continued:**

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<b>Information &amp; Referral</b> (Statewide Toll-Free)	1-800-230-6977
<b>Information Lines</b> (All numbers listed are Toll-Free) -	
Child Support Enforcement	1-800-468-8894
Equal Employment Opportunity Hotline	1-800-533-1414
Medicaid Providers Hotline	1-800-552-8627
VA Missing Children Information Clearinghouse	1-800-822-4453
<b>Legal Services</b> -	
Virginia Lawyer Referral Service (Toll-Free)	1-800-552-7977
<b>Licensing Information</b> (Toll-Free)	1-800-543-7545
<b>Rehabilitation</b> (All numbers listed are Toll-Free) -	
Rehabilitative Services	1-800-552-5019
Virginia Assistive Technology Information and Referral	1-800-435-8490
<b>Social Services</b> -	
Citizen Services (Toll-Free)	1-800-552-3431
Fraud Hotline (Toll-Free)	1-877-553-3636
<b>State Police</b> -	
<b>Emergency Assistance</b>	<b>911</b>
<b>Emergency assistance when using a cell phone</b>	<b>#77</b>
Assistance-Appomatox (Voice/TDD)	1-800-552-0962
Assistance-Chesapeake (Voice/TDD)	1-800-582-8350
Assistance-Culpeper (Voice/TDD)	1-800-572-2260
Assistance-Fairfax (Voice/TDD)	1-800-572-4510
Assistance-Richmond (Voice/TDD)	1-800-552-9965
Assistance-Salem (Voice/TDD)	1-800-542-5959
Assistance-Wytheville (Voice/TDD)	1-800-542-8716
<b>Transportation</b>	
Safety/Seat Belt Hotline	1-800-822-4453
<b>Other</b> -	
Crime Victim's Compensation (Toll-Free)	1-800-552-4007

## **Appendix 4 - Local Kinship Care Support Groups**

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### **Catholic Charities Of Hampton Roads**

1301 Colonial Avenue  
Norfolk, VA 23517  
Phone: (757) 625-2568  
Fax: (757) 625-5684

### **Bay Aging**

5306 Old Virginia Street  
P.O. Box 610  
Urbanna, VA 23175-0610  
Phone: (804) 758-2386  
Fax: (804) 758-5773  
Web site: <http://www.bayaging.org>

### **Family Services of Roanoke Valley**

360 Campbell Avenue  
P.O. Box 6600  
Roanoke, VA 24017-0600  
Phone: (540) 563-5316  
Fax: (540) 563-5254

### **Jefferson Area Board for Aging**

674 Hillsdale Drive, Suite 9  
Charlottesville, VA 22901  
Phone: (434) 817-5222  
Fax: (434) 817-5230  
E-mail: [info@jabacares.org](mailto:info@jabacares.org)  
Web site: <http://www.jabacares.org>

### **Lake Country Area Agency on Aging**

1105 West Danville Street  
South Hill, VA 23970-3501  
Toll-Free: 1-800-252-4464  
Phone: (434) 447-7661  
Fax: (434) 447-4074  
E-mail: [lakecaaa@lcaaa.org](mailto:lakecaaa@lcaaa.org)  
Web site: <http://www.lcaaa.org>

### **Mountain Empire Older Citizens, Inc.**

Block 1-A Industrial Park Road  
P.O. Box 888  
Big Stone Gap, VA 24219-0888  
Toll-Free: 1-800-252-6362  
Phone: (276) 523-4202  
Fax: (276) 523-4208  
E-mail: [meoc@meoc.org](mailto:meoc@meoc.org)  
Web Site: <http://www.meoc.org>

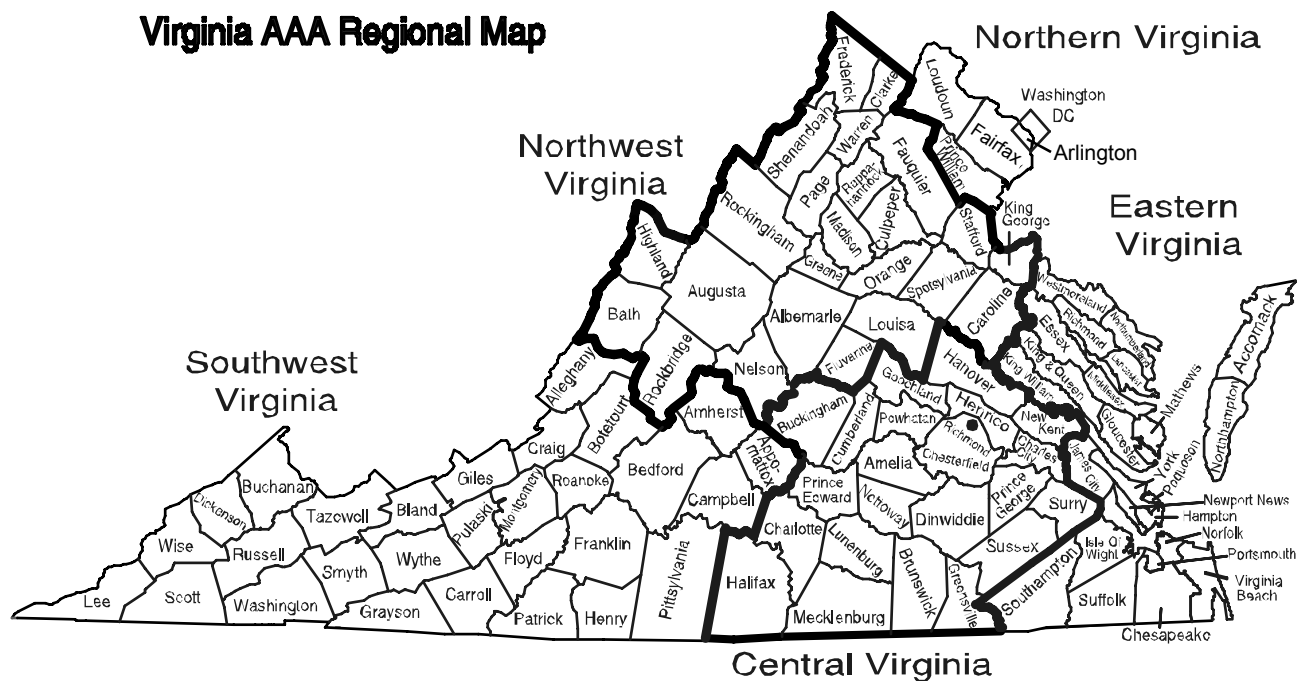
### **Virginia Cooperative Extension Program**

- Support Groups for Grandparents are located throughout Virginia. Find the one nearest you by visiting their web site:  
Web site: <http://www.ext.vt.edu/offices/>

## Appendix 5 - Local Area Agencies on Aging (AAAs)

There are 25 local area agencies on aging (AAAs) that provide services for older Virginians. Each AAA serves a defined geographic area within one of five regions in the state (see map shown below.) To find the AAA that serves your area, you first need to determine the region of the state in which you live. For example, if you live in Suffolk County, you live in the Eastern Virginia Region. Next, look in the following Appendix Pages to find the list of AAAs that serve your region. For example, AAAs that serve the Eastern Virginia Region are listed on page 33. Once you have found the correct page, look in the column on the right to find the name of the city or county in which you live. Then look in the column to the left, and the agency listed there is your local area agency on aging. For example, if you live in Suffolk County, then Senior Services of Southeastern Virginia, Inc., is your AAA.

If you are age 60 or older, your local AAA may be able to assist you in taking care of your grandchild. If the AAA does not provide the service you need, they can refer you to other resources in your community. To learn more about the AAA in your region, call the Virginia Department for the Aging at (804) 662-9333 or toll-free at 1-800-552-3402, or e-mail VDA at [aging@vda.virginia.gov](mailto:aging@vda.virginia.gov).



## Appendix 6 - Eastern Virginia AAAs

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### Agency

#### **Bay Aging**

5306 Old Virginia Street  
P.O. Box 610  
Urbanna, VA 23175-0610  
Phone: (804) 758-2386  
Fax: (804) 758-5773  
Web site: <http://www.bayaging.org>

#### **Eastern Shore Agency on Aging/ Community Action Agency, Inc.**

36282 Lankford Highway  
Colonial Square, Suite 13-D  
P.O. Box 415  
Belle Haven, VA 23306-0415  
Toll-Free: 1-800-452-5977  
Phone: (757) 442-9652  
Fax: (757) 442-9303  
E-mail: [esaaacaa@intercom.net](mailto:esaaacaa@intercom.net)

#### **Peninsula Agency on Aging, Inc.**

739 Thimble Shoals Blvd., Exec. Center  
Building 1000, Suite 1006  
Newport News, VA 23606-3585  
Phone: (757) 873-0541  
Fax: (757) 873-1437  
E-mail: [information@paainc.org](mailto:information@paainc.org)  
Web site: <http://www.paainc.org>

#### **Senior Services of Southeastern Virginia**

Interstate Corporate Center, Bldg. 5  
6350 Center Drive, Suite 101  
Norfolk, VA 23502-4101  
Phone: (757) 461-9481  
Fax: (757) 461-1068  
E-mail: [services@ssseva.org](mailto:services@ssseva.org)  
Web site: <http://www.ssseva.org>

### Service Area

Counties of Essex,  
Gloucester, Lancaster,  
King & Queen, King William,  
Mathews, Middlesex,  
Northumberland, Richmond  
and Westmoreland.

Counties of Accomack and  
Northampton.

Counties of James City  
and York.  
Cities of Hampton, Newport  
News, Poquoson and  
Williamsburg.

Counties of Isle of Wight  
and Southampton.  
Cities of Chesapeake,  
Franklin, Norfolk,  
Portsmouth, Suffolk and  
Virginia Beach.

## Appendix 7 - Central Virginia AAAs

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### Agency

#### **Crater District Area Agency on Aging**

23 Seyler Drive  
Petersburg, VA 23805-9243  
Phone: (804) 732-7020  
Fax: (804) 732-7232  
E-mail: craterdist@aol.com  
Web site: <http://www.cdaaa.org>

#### **Lake Country Area Agency on Aging**

1105 West Danville St.  
South Hill, VA 23970-3501  
Toll-Free: 1-800-252-4464  
Phone: (434) 447-7661  
Fax: (434) 447-4074  
E-mail: lakecaaaa@lcaaaa.org  
Web site: <http://www.lcaaaa.org/>

#### **Piedmont Senior Resources Area Agency on Aging, Inc.**

Inverness Road & Route 624  
P.O. Box 398  
Burkeville, VA 23922-0398  
Toll-Free: 1-800-995-6918  
Phone: (434) 767-5588  
Fax: (434) 767-2529  
E-mail: psraaaa@hovac.com

#### **Senior Connections**

#### **The Capital Area Agency on Aging, Inc.**

24 E Cary Street  
Richmond, VA 23219-3796  
Toll-Free: 1-800-989-2286  
Phone: (804) 343-3000  
Fax: (804) 649-2258  
Web site: <http://www.seniorconnections-va.org>

### Service Area

Counties of Dinwiddie,  
Greensville, Prince George,  
Surry and Sussex.  
Cities of Colonial Heights,  
Emporia, Hopewell and  
Petersburg.

Counties of Brunswick,  
Halifax and Mecklenburg.

Counties of Amelia,  
Buckingham, Charlotte,  
Cumberland, Lunenburg,  
Nottoway and  
Prince Edward.

Counties of Charles City,  
Chesterfield, Goochland,  
Hanover, Henrico,  
New Kent and Powhatan.  
City of Richmond.



## Appendix 8 - Northern Virginia AAAs

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Agency	Service Area
<b>Alexandria Office of Aging and Adult Services</b> 2525 Mount Vernon Avenue, Unit 5 Alexandria, VA 22301-1159 Phone: (703) 838-0920 TDD: (703) 836-1493 Fax: (703) 838-0886 Web site: <a href="http://ci.alexandria.va.us/dhs/community_partners/aging_netwk.html">http://ci.alexandria.va.us/dhs/community_partners/aging_netwk.html</a>	City of Alexandria.
<b>Arlington Agency on Aging</b> c/o Department of Human Services 3033 Wilson Boulevard, Suite 700B Arlington, VA 22201-3843 Phone: (703) 228-1700 TTY: (703) 228-1788 Fax: (703) 228-1148 E-mail: <a href="mailto:arlaaa@co.arlington.va.us">arlaaa@co.arlington.va.us</a> Web site: <a href="http://www.co.arlington.va.us/dhs/services/aging/aaa/index.htm">http://www.co.arlington.va.us/dhs/services/aging/aaa/index.htm</a>	County of Arlington.
<b>Fairfax Area Agency on Aging</b> 12011 Government Center Parkway, Suite 708 Fairfax, VA 22035-1104 Toll-Free: 1-866-503-0217 Phone: (703) 324-5411 TTY: (703) 449-1186 Fax: (703) 449-8689 E-mail: <a href="mailto:fairfax_aaa@fairfaxcounty.gov">fairfax_aaa@fairfaxcounty.gov</a> Web site: <a href="http://www.fairfaxcounty.gov/service/aaa">http://www.fairfaxcounty.gov/service/aaa</a>	County of Fairfax. Cities of Fairfax and Falls Church.
<b>Loudoun County Area Agency on Aging</b> 215 Depot Court SE, 2nd Floor Leesburg, VA 20176-3017 Phone: (703) 777-0257 Fax: (703) 771-5161 E-mail: <a href="mailto:prcs@loudoun.gov">prcs@loudoun.gov</a> Web site: <a href="http://www.co.loudoun.va.us/prcs/aaa/index.htm">http://www.co.loudoun.va.us/prcs/aaa/index.htm</a>	County of Loudoun.

## **Appendix 8 - Northern Virginia AAAs - Continued:**

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### **Agency**

#### **Prince William Area Agency on Aging**

7987 Ashton Ave., Ste. 231

Manassas, VA 22109-8212

Phone: (703) 792-6400

TDD: (703) 792-6444

Fax: (703) 792-4734

Web site: <http://www.pwcgov.org/aoa/>

### **Service Area**

County of Prince William.

Cities of Manassas and

Manassas Park.

## Appendix 9 - Northwest Virginia AAAs

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### Agency

#### **Jefferson Area Board for Aging**

674 Hillsdale Drive, Suite 9  
Charlottesville, VA 22901-1799  
Phone: (434) 817-5222  
Fax: (434) 817-5230  
E-mail: [info@jabacares.org](mailto:info@jabacares.org)  
Web site: <http://www.jabacares.org>

### Service Area

Counties of Albemarle,  
Fluvanna, Greene, Louisa  
and Nelson.  
City of Charlottesville.

#### **Rappahannock Area Agency on Aging, Inc.**

171 Warrenton Road  
Fredericksburg, VA 22405-1343  
Toll-Free: 1-800-262-4012 (Virginia only)  
Phone: (540) 371-3375  
Fax: (540) 371-3384  
E-mail: [raaa@infionline.net](mailto:raaa@infionline.net)  
Web site: <http://raaa.home.infionline.net>

Counties of Caroline,  
King George, Spotsylvania  
and Stafford.  
City of Fredericksburg.

#### **Rappahannock-Rapidan Community Services Board and Area Agency on Aging**

15361 Bradford Road  
P.O. Box 1568  
Culpeper, VA 22701-1568  
Phone: (540) 825-3100  
TDD: (540) 825-7391  
Fax: (540) 825-6245  
E-mail: [rrcsb@rrcsb.org](mailto:rrcsb@rrcsb.org)

Counties of Culpeper,  
Fauquier, Madison, Orange  
and Rappahannock.

#### **Shenandoah Area Agency on Aging, Inc.**

207 Mosby Lane  
Front Royal, VA 22630-3029  
Toll-Free: 1-800-883-4122  
Phone: (540) 635-7141  
Fax (540) 636-7810  
E-mail: [saaa@shenandoahaaa.com](mailto:saaa@shenandoahaaa.com)  
Web site: <http://www.shenandoahaaa.com/>

Counties of Clarke,  
Frederick, Page,  
Shenandoah and Warren.  
City of Winchester.

## **Appendix 9 - Northwest Virginia AAAs - Continued:**

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### **Agency**

**Valley Program For Aging Services, Inc.**

325 Pine Avenue

P.O. Box 817

Waynesboro, VA 22980-0603

Toll-Free: 1-800-868-8727

Phone: (540) 949-7141

Fax: (540) 949-7143

E-mail: [vpas@ntelos.net](mailto:vpas@ntelos.net)

### **Service Area**

Counties of Augusta, Bath,  
Highland, Rockbridge and  
Rockingham.

Cities of Buena Vista,  
Harrisonburg, Lexington  
and Waynesboro.

## Appendix 10 - Southwest Virginia AAAs:

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### Agency

**Appalachian Agency for Senior Citizens**  
216 College Ridge Road, Wardell Industrial Park  
P.O. Box 765  
Cedar Bluff, VA 24609-0765  
Toll-Free: 1-800-656-2272  
Phone: (276) 964-4915  
TTY: (276) 964-5765  
Fax: (276) 963-0130  
E-mail: [aasc@aasc.org](mailto:aasc@aasc.org)  
Web site: <http://www.aasc.org>

### Service Area

Counties of Buchanan,  
Dickinson, Russell and  
Tazewell.

### Central Virginia Area Agency on Aging, Inc.

3024 Forest Hills Circle  
Lynchburg, VA 24501-2312  
Phone: (434) 385-9070  
Fax: (434) 385-9209  
E-mail: [cvaaa@cvaaa.com](mailto:cvaaa@cvaaa.com)  
Web site: <http://www.cvaaa.com>

Counties of Amherst,  
Appomattox, Bedford and  
Campbell.  
Cities of Bedford and  
Lynchburg.

### District Three Senior Services

4453 Lee Highway  
Marion, VA 24354-4269  
Toll-Free: 1-800-541-0933  
Phone: (276) 783-8157  
Fax: (276) 783-3003  
E-mail: [district-three@smyth.net](mailto:district-three@smyth.net)  
Web site: <http://www.district-three.org>

Counties of Bland, Carroll,  
Grayson, Smyth, Washington  
and Wythe.  
Cities of Bristol and Galax.

### LOA Area Agency on Aging, Inc.

706 Campbell Avenue SW  
P.O. Box 14205  
Roanoke, VA 24038-4205  
Phone: (540) 345-0451  
Fax: (540) 981-1487  
E-mail: [info@loaa.org](mailto:info@loaa.org)  
Web site: <http://www.loaa.org>

Counties of Allegheny,  
Botetourt, Craig, and  
Roanoke.  
Cities of Covington,  
Roanoke and Salem.

## Appendix 10 - Southwest Virginia AAAs - Continued:

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### Agency

#### **Mountain Empire Older Citizens, Inc.**

Block 1-A Industrial Park Road

P.O. Box 888

Big Stone Gap, VA 24219-0888

Toll-Free: 1-800-252-6362

Phone: (276) 523-4202

Fax: (276) 523-4208

E-mail: [meoc@meoc.org](mailto:meoc@meoc.org)

Web site: <http://www.meoc.org>

### Service Area

Counties of Lee, Scott  
and Wise.

City of Norton.

#### **New River Valley Agency on Aging**

141 East Main Street

Pulaski, VA 24301-5029

Toll-Free: 1-866-260-4417

Phone: (540) 980-7720 or (540) 639-9677

Fax: (540) 980-7724

E-mail: [nrvaoa@psknet.com](mailto:nrvaoa@psknet.com)

Counties of Floyd, Giles,  
Montgomery and Pulaski.

City of Radford.

#### **Southern Area Agency on Aging, Inc.**

433 Commonwealth Boulevard E, Suite A

Martinsville, VA 24112-2020

Toll-Free: 1-800-468-4571

Phone: (276) 632-6442

Fax: (276) 632-6252

E-mail: [saaa@southernaaa.org](mailto:saaa@southernaaa.org)

Web site: <http://www.southernaaa.org>

Counties of Franklin, Henry,  
Patrick and Pittsylvania.

Cities of Danville and  
Martinsville.

## Appendix 11 - Partial Listing of Driver Education, Evaluation & Rehabilitation Services in Virginia

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Center	Program(s)
<b>AARP Driver Safety Program</b> Toll-Free: 1-888-227-7669	<ul style="list-style-type: none"> <li>· defensive driving techniques</li> <li>· review new traffic laws</li> </ul>
<b>Alert Driver Training of Vinton</b> Driver Improvement Program Attn: Norman G. Gulbreth P. O. Box 1176 2102 Hardy Road Vinton, VA 24179 Phone: (540) 890-0347	<ul style="list-style-type: none"> <li>· bookwork</li> <li>· on-the-road training</li> </ul>
<b>Danville Driving School</b> Attn: Kathleen Roach 626 North Ridge Street, Suite C Danville, VA 24541 Phone: (434) 792-0402	<ul style="list-style-type: none"> <li>· bookwork</li> <li>· on-the-road training (will train with hand controls/steering device in individual's personal vehicle)</li> </ul>
<b>Driving Assessment and Education</b> CJW Medical Center Johnston-Willis Campus Occupational Therapy Program 1401 Johnston-Willis Drive Richmond, VA 23235 (804) 330-2068	<ul style="list-style-type: none"> <li>· on-the-road driving evaluations and instructions</li> <li>· both simulated and actual driving settings</li> </ul>
<b>Gest Educational Services</b> Attn: Karen Gest 1145 River Road Charlottesville, VA Phone: (434) 978-3680	<ul style="list-style-type: none"> <li>· bookwork</li> <li>· on-the-road training (mainly mentally-retarded (MR) and learning-disabled (LD))</li> </ul>
<b>Hampton VA Medical Center</b> Rehabilitation Medical Service Attn: George Skinner/Matt Pagels Hampton VAMC, Room 117 Hampton, VA 23667 Phone: (757) 722-9961 ext. 2202/2056	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· van evaluations</li> <li>· high-tech equipment evaluations</li> <li>· on-the-road training</li> </ul>

## Appendix 11 - Partial Listing of Driver Education, Evaluation & Rehabilitation Services in Virginia - Continued

Center	Program(s)
<b>Hunter Holmes McGuire VA Medical Center</b> Rehabilitation Medicine Services Attn: John H. Vaughter, Jr. 1201 Broad Rock Road Richmond, VA 23249 Phone: (804) 675-5273	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· van evaluations</li> <li>· high-tech equipment evaluations</li> <li>· on-the-road training</li> </ul>
<b>Lampshire Driving School</b> Attn: Brad Lampshire 17997 Dumfries Shopping Center Dumfries, VA 22026-2101 Phone: (703) 221-0222 or (703) 360-7337	<ul style="list-style-type: none"> <li>· on-the-road training (has left foot accelerator and steering devices; will train with hand controls in individual's personal vehicle; works with Mount Vernon Hospital)</li> </ul>
<b>On-The-Road Again</b> Wilmington Regional Medical Center Attn: Kim Johnson 1 Medical Park Boulevard Bristol, TN 37620 Phone: (423) 844-4148	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· on-the-road training</li> </ul>
<b>National Rehabilitation Hospital</b> Attn: Glen Dignam 102 Irving Street, NW Washington, DC 20010 Phone: (202) 877-1531 or (202) 877-1705	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· van evaluations</li> <li>· high-tech equipment evaluations</li> </ul>
<b>Riverside Rehabilitation Institute</b> Attn: Karl Hoffman, OTR 245 Chesapeake Avenue Newport News, VA 23607 Phone: (757) 928-8050	<ul style="list-style-type: none"> <li>· on-the-road training</li> <li>· on-the-road evaluations</li> </ul>



## Appendix 11 - Partial Listing of Driver Education, Evaluation & Rehabilitation Services in Virginia - Continued

Center	Program(s)
<b>Roanoke Medical</b> 4508 Starkey Road Roanoke, VA 24018 Phone: (540) 725-8725	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· on-the-road training</li> </ul>
<b>Therapy Center of Ghent, The</b> Attn: Paula Naudziumas, OTR 400 B West 21st Street Norfolk, VA 23517 Phone: (757) 668-4114	<ul style="list-style-type: none"> <li>· <b>Requires physician referral</b></li> <li>· evaluation of vision</li> <li>· driving knowledge</li> <li>· driving ability assessed</li> <li>· cognitive-motor skills tested</li> </ul>
<b>Winchester Rehabilitation Center</b> Debbie Bender, OTR 333 W Cork Street Winchester, VA 22601 Phone: (540) 536-5113	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· on-the-road training</li> </ul>
<b>Woodrow Wilson Rehabilitation Center</b> Occupational Therapy Dept. Box W-477, PO Box 1500 Fishersville, VA 22939 Phone: (540) 332-7117	<ul style="list-style-type: none"> <li>· on-the-road evaluations</li> <li>· van evaluations</li> <li>· high-tech equipment evaluations</li> <li>· on-the-road training</li> <li>· bookwork</li> </ul>

## Notes

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To learn more about services and programs available to older Virginians and their families, or to learn how to contact your local Area Agency on Aging (AAA), contact the Virginia Department for the Aging using the information shown below.

**Virginia Department for the Aging**

1610 Forest Avenue, Suite 100

Richmond, VA 23229

Toll-Free: 1-800-552-3402 (Nationwide Voice/TTY)

Phone: (804) 662-9333

E-mail: [aging@vda.virginia.gov](mailto:aging@vda.virginia.gov)

Web Site: <http://www.vda.virginia.gov>

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